



SAFETY RECALL BULLETIN

SUBJECT: SUNROOF – SAFETY RECALL CAMPAIGN			No: SR-18-003
			DATE: February 2018
			MODEL: See Below
CIRCULATE TO:	<input checked="" type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input checked="" type="checkbox"/> SALES MANAGER

PURPOSE

This campaign bulletin instructs dealers to replace the sunroof glass assembly with a countermeasure unit.

BACKGROUND

Due to inappropriate polyurethane materials of the outer frame that the sunroof glass is bonded to, the sunroof glass may detach from the sunroof glass assembly. If the sunroof glass detaches while driving, it can become a road hazard, increasing the risk of a crash.

AFFECTED VEHICLES

Certain 2007 – 2010 Outlander built September 08, 2006 – November 03, 2009

Certain 2008 – 2010 Lancer built January 15, 2007 – March 03, 2010

Certain 2009 – 2010 Lancer Evolution built September 01, 2008 – October 30, 2009

Certain 2010 Lancer Sportback built June 17, 2009 – October 30, 2009

IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is sold/delivered. Dealers must check their inventory vehicles' VINs on the Warranty Superscreen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to sell/deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles requesting them to bring their vehicle to a local authorized Mitsubishi dealer to have their vehicle remedied. A copy of the customer notification letter appears at the end of this bulletin.

REQUIRED OPERATIONS

Before starting this campaign procedure, **CHECK THE WARRANTY SUPERSCREEN** to verify if the vehicle is an affected VIN for this campaign and that this campaign procedure has not already been completed.

REQUIRED EQUIPMENT

- Torx screwdriver (T25)
- Scale

CONFIRM THE SUNROOF OPERATION

Operate the sunroof to confirm that the glass can be fully opened and closed.

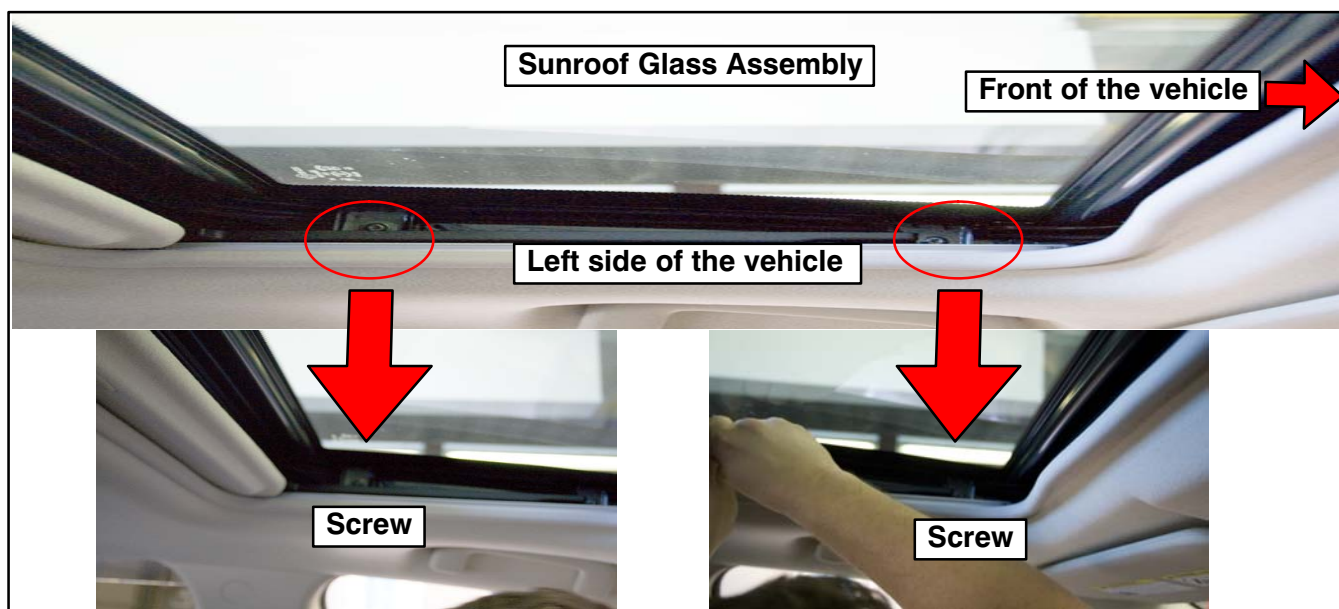
NOTE: Make sure the sunroof operates normally before continuing on to the removal process. If the sunroof does not operate correctly, troubleshoot and repair before replacing the sunroof.

SUNROOF GLASS ASSEMBLY REMOVAL

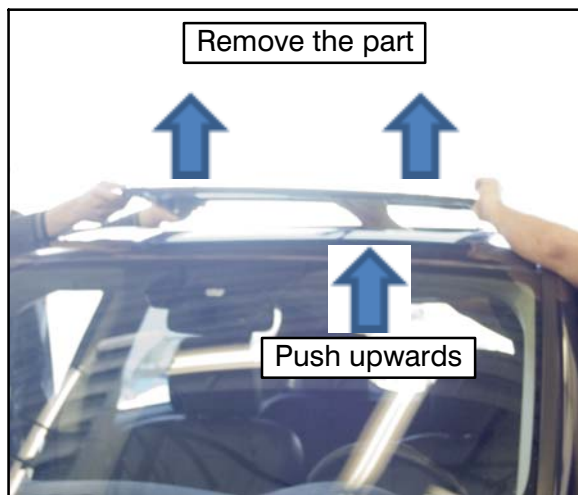
1. Open the sunshade, but keep the sunroof glass closed.
2. Remove the (4) Sunroof Assembly mounting screws with a Torx screwdriver.

CAUTION: Do not use air/impact tools to remove the mounting screws.

NOTE: The mounting screws are not reusable. New mounting screws (part #MW400248) must be used.



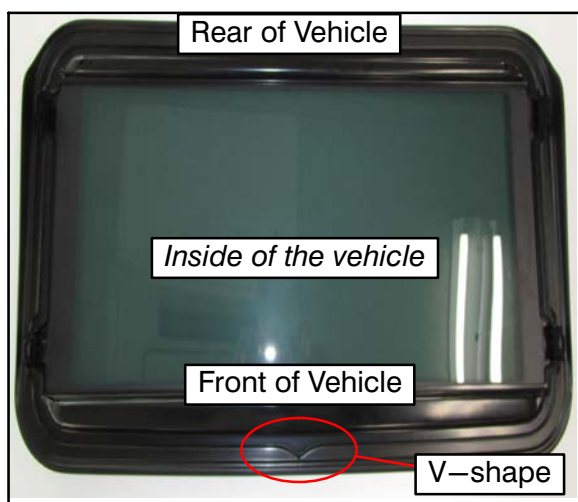
NOTE: The pictures above shows two mounting screws located on the left side of the vehicle. There are also two mounting screws on the right side of the vehicle.



3. Push the Sunroof Glass Assembly upwards, from inside the cabin, and remove it from outside the vehicle at the same time.

CAUTION: This operation must be carried out by two operators, and the operators must be careful not to damage the roof, etc.

SUNROOF GLASS ASSEMBLY INSTALLATION



The side machined in a V-shape faces the front of the vehicle.

4. Take the new Sunroof Glass Assembly and place it into proper mounting position, from outside the vehicle.

CAUTION: This operation must be carried out by two operators, and the operators must be careful not to damage the roof, etc.

5. Tighten the four new screws temporarily with a Torx screwdriver.



6. Confirm that the clearance between the sunroof glass and the vehicle body is uniform over the entire perimeter by checking visually and using a scale.

NOTE: There is no standard value for the clearance between the sunroof glass and the vehicle body.

7. Tighten the four screws completely with a Torx screwdriver to 31 ± 4 in-lb (3.5 ± 0.5 N m).



- a. Operate the sunroof to confirm that the glass can fully and smoothly open and close.

Enter all claims as claim type 'C' – Recall/Campaign Claims

Please follow the campaign instructions when entering each claim. See the example below.

Certain 2007–2010MY Outlander, 2008–2010MY Lancer, 2010 MY Lancer Sportback and 2009–2010MY Lancer EVO models only.

Claim Header Section: Sunroof Replacement

Service Warranty

MITSUBISHI DEALER LINK

Claim Entry Vehicle Information

RVQR

Help

Campaign Information

Campaign Operation No	C1804R	Enter As	<input type="checkbox"/>	TSR			
Miles/Km	65500						
VIN	JA.....						
Service Technician		Emp No		Service Advisor		Emp No	
Spec Value *		Duplicate Recall *	<input type="checkbox"/>				
Dealer:	99320	Ref No:		VIN:			
Claim No:		Adj:		Claim Status:	Incomplete	Model and Year:	

Save & Continue Main Menu

Enter in the first 6 characters of the applicable campaign number: **C1804R** and simply follow the campaign operation shown on the Super-screen.

This campaign is related to the Sunroof Glass replacement. Check the Open Campaign area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINs showing **C1804R** as open are involved.

After entering the required customer data and vehicle information, select the applicable campaign number and the one replacement scenario that was actually performed. Then, by hitting the “Save and Continue” button, the system will automatically fill—in several other fields.

RENTAL CARS:

If there is a need to provide the owner with a rental car, claim the applicable charges in this section.

Special Sublet Selection				
Select	Labor Operation	Labor Operation Description		Amount
<input type="checkbox"/>	SHO	SPECIAL HANDLING ORDER	SHO Parts Order	
<input type="checkbox"/>	RENTACAR	RENTAL CAR CHARGES 	Days <input type="text"/> Reason <small><Select one></small> <input type="text"/>	
			Rental Company <input type="text"/> Invoice Number <input type="text"/>	
<input type="checkbox"/>	95300040	FREIGHT CHARGES	Freight Company <input type="text"/> Invoice Number <input type="text"/>	
<input type="checkbox"/>	95200040	TOWING CHARGES	Towing Company <input type="text"/> Invoice Number <input type="text"/>	

NOTE: Rental Cars applicable in the US and Puerto Rico only.